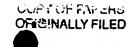


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VV.	3,643,034	02/1972	Burns et al.						
j	4,455,455	08/1996	Little						
	4,510,351	04/1985	Costello et al						
	4,782,521	11/1988	Bartlett et al.						
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	4,829,563	10/1992	Bigus et al.	***************************************					
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	4,881,261	11/1989	Oliphant et al						
	4,894,857	01/1990	Crockett et al	•					
	4,896,345	01/1990	Thorne						
n,	5,097,528	03/1992	Gursahaney et al.						
	5,099,510	03/1992	Blinken, Jr. et al.						
	5,101,425	03/1992	Darland et al.						
	5,113,380	05/1992	Levine						
<u> </u>	5,155,763	10/1992	Bigus et al.						
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VV.	97/16911	05/1997	PCT						
W.	2,041,882	05/1991	Canada						
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V/.	Foard, C.F., "Teamin	g Switches a	nd Computers f	or Custom	er Applications	", AT&T Tec	hnology, \	Vol. 6,	
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	"CentreVu™ Solutio	ns Manageme	ent Tools for En	hancing C	Call Center Perfe	ormance", Lu	cent		
VV.	Technologies, 1997								
W,	Kanzow et al., "Dien	ste und Netze	Fuer Die Muli	tmedia-Ko	mmunikation";	IT + IT Infor	mationste	chnik	
		und Technische Informatik; Vol. 36, No. 4/05, pages 92-95, XP000468540							
VV.	Engineering and Ope	erations in the	e Bell System, B	ell Teleph	one Laboratorio	es, Copyright	1977, pp.	503-504	
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	5,214,688	05/1993	Szlam et al.						
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	5,247,569	09/1993	Cave						
	5,270,919	12/1993	Blake et al.						
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	5,309,504	05/1994	Morganstein						
	5,309,505	04/1994	Szlam et al.						
	5,393,964	02/1995	Hamilton et a	1		<u></u>			
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	5,463,731	10/1995	Diec et al.						
	5,465,286	11/1995	Clare et al.						
	5,467,391	11/1995	Donaghue, Jr. et al.						
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	5,491,797	02/1996	Thompson et al.						
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	5,511,117	04/1996	Zazzera							
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	5,577,112	11/1996	Cambray et a	1.		i				
	5,602,730	02/1997	Coleman et a							
	5,621,789	04/1997	McCalmont e	t al.				-		
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	5,696,811	12/1997	Maloney et al							
	5,703,943	12/1997	Otto							
	5,710,887	01/1998	Chellaiah et a	ıl.						
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		5,757,904	05/1998	Anderson						
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		5,781,735	07/1998	Southard						
		5,784,452	07/1998	Carney						
	 	5,790,635	08/1998	Dezonno	•					
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		5,838,682 5,848,356	12/1998	Jambhekar et						
-	+	5,850,433	12/1998	Rondeau	ai.					
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			5,933,492	08/1999	Turovski					
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			6,134,318	10/2000	O'Neil					
			6,137,862	10/2000	Atkinson et a	1.				
<u> </u>			6,141,412	10/2000	Smith et al.		• •			
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